**ABBYY**

ABBYY® Timeline for FlexiCapture
Discover the entire lifecycle of your documents

Optimize your FlexiCapture workflows with ABBYY's advanced Process Intelligence solution, integrated with ABBYY FlexiCapture. It utilizes the latest innovations in artificial intelligence (AI) to deliver critical process insights and automatically improve FlexiCapture document workflows.

ABBYY Timeline for FlexiCapture is an intuitive, value-added solution that enables you to build a "digital twin" of your FlexiCapture processes, analyze them in real time to identify bottlenecks, and predict future outcomes.

How it works

FlexiCapture

Timeline mapping

Reporting service data warehouse

Timeline dashboards & tools
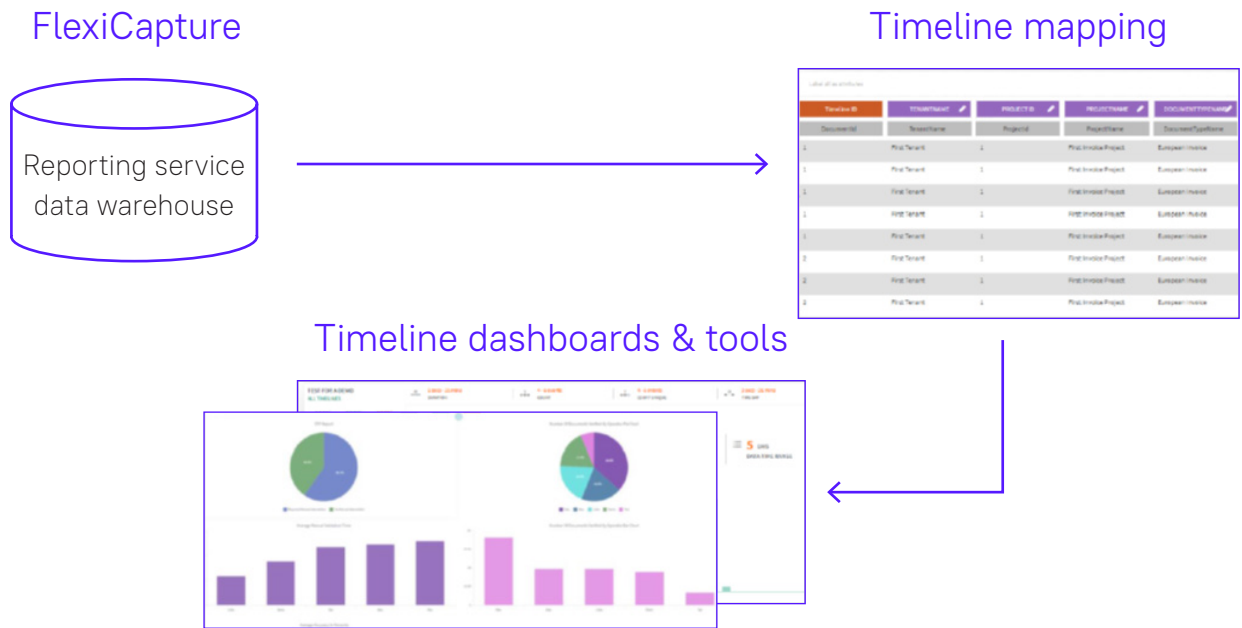
FlexiCapture Document Process Intelligence

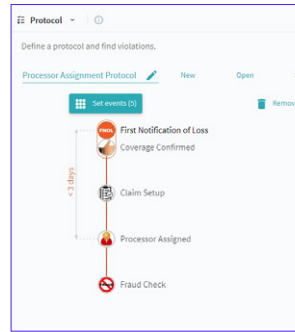| What is my process? | How are my processes performing? | Are my processes compliant? | What is going to happen in the future? |

Predict future process outcomes:

- ✓ Are we at risk of missing a critical SLA?
- ✓ Is this service request going to require a part?
- ✓ Will this account need to be referred to collections?
- ✓ Will this customer abandon the purchase process?
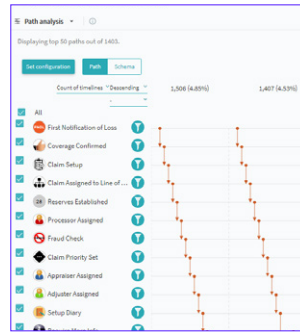
| Process discovery | Analysis and optimization | Real-time monitoring and alerting | Predictive intelligence |

Quick, intuitive, and informative process transparency

ABBYY Timeline for FlexiCapture empowers you to discover patterns and insights in your document workflows that illuminate paths to better customer experiences and new operational efficiencies:

1 End-to-end process visualization: Visualize the flow of your work through the process stages to see the delays and surface process bottlenecks.

2 Reduced time and manual effort: Eliminate manual process evaluation, delivering faster time to value on your process improvement initiatives.

3 Customer journey visibility: Gain insight to your "as-is" customer processes. Understand challenges and discover special cases. Use this insight to make improvements that will increase customer satisfaction.

4 Cost reduction: Drive down the cost of process evaluation and make it easy to identify high-value improvement opportunities.

5 Compliance risk management: Receive alerts when rules set in place are broken, and follow up immediately to ensure compliance obligations.

6 Continuous improvement: Process improvement never stops. Automatically monitor process performance in near real time to assist in triggering remediation processes or robotic process automation (RPA) technologies.

An end-to-end view for ensuring compliance

The Timeline for FlexiCapture solution gives you a single place to track the lifecycle of every document you process, across every system it travels through. This visibility isn't just nice to have; process accountability and a full audit trail of documents are essential for regulatory compliance. If you can't prove the exact steps an invoice, for example, has taken, across all processes and all systems, you increase risk for your company. The key to solving this is gaining full visibility of the entire process, through multiple systems, from scan to workflow to archive.

ABBYY Timeline for FlexiCapture Applications

Insurance: Optimize multiple connected steps in the claims cycle, secure customer loyalty, and ensure positive business outcomes. With insurance process analytics, deliver business value for internal staff, contract adjusters, third-party support organizations, and other partners.

Banking and Financial Services: Drive digital transformation and support risk and regulatory compliance priorities. Leverage process data to increase growth and profitability, and improve efficiencies.

Healthcare: Improve the patient experience and clinical effectiveness, maintain quality standards, and increase efficiency. Intelligent process analytics help you understand what's working, what's not, and why. Identify opportunities to improve service delivery, processes, and more.

Accounts Payable (AP) Automation and Invoice Processing: Identify and optimize AP processes to reduce inefficiencies, determine optimum allocation of resources to reduce transaction costs, improve supplier relations, and gain better visibility to your working capital and cash flow.

About ABBYY Timeline

Discover the truth about your process flow and performance

Knowing how processes work and where they can be automated effectively is what we call Process Intelligence. ABBYY Timeline is a Process Intelligence platform featuring advanced task mining and process mining technology. It uses the latest artificial intelligence (AI) to enable organizations to automatically build an interactive digital twin of their business processes, revealing inefficiencies and process bottlenecks. With this insight, they can apply automation where it will have the greatest impact and predict future outcomes.

↳ Learn more